

## Study Population

### Healthy Options Adult Population

Adults aged 18 years old and older who were continuously enrolled in Medicaid from July 1, 2002 through December 31, 2002 in a Healthy Options plan were randomly selected from Medicaid enrollment data. Up to a one-month break in the enrollment period was allowed.

## Sampling Methodology

### Healthy Options – Enrollment Data

For each of the six participating plans in Healthy Options, at least 1,350 adults meeting the Medicaid eligibility criteria were randomly selected for the CAHPS Adult survey. Two of the six Healthy Options plans elected to perform a 20 percent over-sample, yielding a total of 1,620 adults sampled for each of these two plans.<sup>1</sup>

## Survey Process

Surveys were administered to the selected enrollees from the six health plans participating in Healthy Options. In Spring 2003, 8,640 Healthy Options enrollees were mailed cover letters and survey questionnaires. If a survey was not returned within about one week, a reminder postcard was mailed. A second survey was then mailed to non-respondents within 30 days of the first survey mailing. If a questionnaire was still not returned, a second postcard reminder was sent out about one week after the second survey mailing. Non-respondents received follow-up telephone calls (Computer Assisted Telephone Interviews) for several weeks with up to three calls attempted per client.

## Types of Questions

This report presents data for three general types of survey questions:

1. Questions that asked respondents to rate aspects of their care from 0 to 10, where 0 = “Worst possible” and 10 = “Best possible.”
2. Questions that asked respondents to report how often something happened, by choosing “Never,” “Sometimes,” “Usually,” or “Always.”
3. Questions that asked if certain things were “A big problem,” “A small problem,” or “Not a problem.”

## Response Rates

The overall response rate for the Washington State Healthy Options population was 28.3 percent. Plan-level response rates ranged from 24.5 percent to 33.7 percent. The actual number of responses varied per question.

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<sup>1</sup> National Committee for Quality Assurance (NCQA) protocol permits over-sampling in 5 percent increments up to a 30 percent over-sampling rate.

National Committee for Quality Assurance. *HEDIS® 2003, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2002.

# Executive Summary

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## Analysis

### Rounding

Survey response distributions (bars) for individual questions may not always sum to 100% due to rounding.

### Case-Mix Adjustment

Case-mix refers to the characteristics of respondents used in adjusting the results for comparability among health plans. Results were case-mix adjusted for health status, educational level, and age. Given that differences in case-mix can result in differences in ratings between plans that are not due to differences in quality, the data were adjusted to account for disparities in these characteristics.

In general, the demographics of a response group influence CAHPS results. In order to allow for valid plan-to-plan comparisons, case-mix adjustment was performed to control for differences in health status, age, and education. The case-mix adjustment was performed using standard regression techniques (i.e., covariance adjustment).

### Statistical Analysis

Tests of statistical significance were performed on the Healthy Options population. First, a global  $F$  test was performed to determine if any of the adjusted plan means differed significantly from the adjusted Healthy Options state mean. If the global  $F$  test revealed that plans did differ significantly, independent  $t$  tests were performed to determine if each plan's adjusted mean differed significantly from the overall adjusted state mean. An alpha-level of 0.05 was used to determine statistical significance (i.e.,  $p < 0.05$ ). Please note, results for plans with fewer than 85 responses for a single survey item or composite are not reported.

For additional information on the methodology utilized, please request a copy of the "Detailed Methodology" from MAA. For general information on CAHPS, please visit the CAHPS Survey Users Network (CAHPS-SUN) Website at <http://www.cahps-sun.org>.